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Bib Data Sheet

CONFIRMATION NO. 5849

<b>SERIAL NUMBER</b> 10/082,386	<b>FILING DATE</b> 02/25/2002 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2642	<b>ATTORNEY DOCKET NO.</b> 066416.0126
<b>APPLICANTS</b> Daniel N. Duncan, Austin, TX; Alexander N. Svoronos, Springfield, NJ; Thomas J. Miller, Westfield, NJ;				
<b>** CONTINUING DATA **</b> <i>YES</i> THIS APPLICATION IS A CIP OF 09/547,627 04/12/2000				
<b>** FOREIGN APPLICATIONS **</b> <i>NONE</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **</b> <b>** 03/25/2002</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 3	<b>TOTAL CLAIMS</b> 49
Verified and Acknowledged Examiner's Signature _____ Initials _____		<b>INDEPENDENT CLAIMS</b> 4		
<b>ADDRESS</b> Robert W. Holland Suite 600 2001 Ross Avenue Dallas, TX 75201-2980				
<b>TITLE</b> Method and system for self-service scheduling of inbound inquiries				
<b>FILING FEE RECEIVED</b> 738	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	